



DEPARTMENT OF THE AIR FORCE  
AIR FORCE LOGISTICS MANAGEMENT AGENCY

LETTER REPORT  
MAINTENANCE OF THE SHIPPER'S CERTIFICATION PROGRAM  
(SCP)

PROJECT MANAGER: CAPT MICHAEL McDANIEL

AFLMA PROJECT NUMBER: LT9511700

JUNE 1997

**BACKGROUND:** The Shipper's Certification Program (SCP) was fielded in March 1995. The SCP program was developed to automate the preparation of the Shipper's Declaration for Dangerous Goods form (Shipper's Dec). AFJMAN 24-204, which replaced AFR 71-4, changed the certification form from the DD Form 1387-2 to the Shipper's Dec. As with fielding of any new computer program, an on-going consulting effort is necessary to answer user questions and provide users with program enhancements as they are developed. Therefore, an on-going consulting effort was opened immediately following SCP's release.

**PROBLEM STATEMENT:** A consulting effort is required to ensure SCP users have an avenue to voice questions concerning the operation of SCP and receive system enhancements as they are made available.

**OBJECTIVE:** Provide field users with system support as necessary to ensure efficient and effective use of SCP.

**CONCLUSION:** It is estimated there are 10,000 SCP users Department of Defense (DoD)-wide. Most user inquiries have been in regard to installation and basic operation of the program. Some users, however, have commented on the limited functionality of the program and expressed concern with printer compatibility, among other minor issues. Each of these comments and concerns has been documented. Regardless of the concerns, each and every user has been extremely satisfied with SCP.

AFLMA is currently working on an enhanced version of SCP that will fix the majority of user concerns as documented from user comments. (The enhanced SCP functionality will be incorporated into the Deployment Management System (DeMS) currently being developed by the AFLMA. "Stand-alone" SCP functionality will be available for non-DeMS users.) The enhanced SCP will be available by early August 1997. With the fielding of the enhanced SCP, a consulting effort for the current SCP is no longer required. Once the enhanced SCP is fielded, ongoing user support will be made available.

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<b>13. ABSTRACT (Maximum 200 Words)</b> The Shipper's Certification Program (SCP), fielded in March 1995, automates the preparation of the Shipper's Declaration for Dangerous Goods form (Shipper's Dec). With fielding of any new computer program, an on-going consulting effort is necessary to answer user questions and provide users with program enhancements as they are developed. Therefore, an on-going consulting effort was opened immediately following SCP's release to provide field users with system support to ensure efficient and effective use of SCP. Most user inquiries regarded installation and basic operation of the program. Some users, however, commented on the limited functionality of the program and expressed concern with printer compatibility, among other minor issues. Regardless of the concerns, each and every user has been extremely satisfied with SCP. AFLMA is currently working on an enhanced version of SCP that will fix the majority of user concerns as documented from user comments. The enhanced SCP should be available by early August 1997. With the fielding of the enhanced SCP, a consulting effort for the current SCP is no longer required. Once the enhanced SCP is fielded, ongoing user support will be made available.				
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